

# Release Notes for McAfee ePolicy Orchestrator 4.5

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## About this document

Thank you for using McAfee® ePolicy Orchestrator® software version 4.5. This document contains important information about this release. We strongly recommend that you read the entire document.

**CAUTION:** McAfee does not support automatic upgrading of a pre-release version of this software. If you are running any previously released version of the McAfee ePolicy Orchestrator 4.5 software in your environment, you must uninstall before installing this version of the software.

**NOTE:** SQL 2000 is not supported in ePolicy Orchestrator 4.5. Users must use SQL 2005 or SQL 2008.

## New features

New and enhanced features in the McAfee ePolicy Orchestrator 4.5 release are described below:

- [Scalability](#)
- [Custom data channel](#)
- [Improved security for agent-server communication](#)
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### Scalability

The ePolicy Orchestrator 4.5 software supports enhanced scalability through the use of remote Agent Handlers. Agent Handlers can be installed on the servers where agents connect to retrieve policies, client actions, and updates. Agents can also use Agent Handlers to send properties and events to your primary ePO server.

Support of multiple Agent Handlers enables one ePO server to manage a larger set of installed products on a larger set of managed systems. Agent Handlers can be deployed to strategic points in your network environment, enabling management of systems that cannot access the main ePO server directly. They can also be used in locations where the ePO server can be accessed directly.

### Custom data channel

The custom data channel is a bi-directional channel for sending product-specific data between ePolicy Orchestrator and the products on your managed systems. This feature allows McAfee to provide UI actions, which are used when troubleshooting with real-time feedback. These actions are designed to operate on a single system, while providing real-time status to your ePO administrators. The Update Now command, which allows you to update a managed system on demand, is an example of this feature.

### Improved security for agent-server communication

Agent communication with the ePO server now uses TLS (Transport Layer Security) protocol for improved security.

## Move agents between servers

You can now move agents from one ePO server to another with the Transfer Systems feature.

## Navigation redesign

The navigation for the ePO console has been redesigned for the 4.5 release. Now you can access any of the first-level ePolicy Orchestrator tabs from the new ePO Menu. You can also add the pages you use most frequently to the favorites bar: simply drag any entry in the Menu and drop it onto the favorites bar to the right of the Menu.

## Drag-and-drop

You can use drag-and-drop functionality to move certain objects in the interface. You can:

- Add Menu items to the favorites bar.
- In tables, add commonly used actions from the Actions menu to the Action bar.
- Using the Systems table, move selected systems or groups of systems to a different group in the System Tree.
- In the System Tree, move groups and subgroups into other groups.

## Policy Assignment Rules

ePolicy Orchestrator 4.5 allows you to assign policies to unique groups or to individual users through the use of Policy Assignment Rules. This feature enables policy assignment based on the Active Directory groups that users belong to, instead of the system they are using. You can include individual users, groups, and Organizational Units (OUs) in a rule. You can also exclude specific users from a rule. McAfee SiteAdvisor Enterprise 3.0 is the first managed product to leverage this feature.

## Automatic Responses

The new Automatic Responses feature replaces the Notifications feature. This new feature allows you to create rules for responding to events that are specific to your business environment. Available actions include:

- Sending email notifications.
- Sending SNMP traps.
- Creating issues for use with integrated third-party ticketing systems.
- Running a registered executable or server task.

## IPv6 support

ePolicy Orchestrator 4.5 is fully compatible with IPv6 in both native and mixed environments, including:

- Native IPv4
- Native IPv6
- Mixed IPv4 and IPv6

## LDAP support

ePolicy Orchestrator 4.5 supports LDAP (Lightweight Directory Access Protocol) through the use of Active Directory servers. This version of ePolicy Orchestrator allows closer integration with Active Directory servers so that you can:

- Assign permission sets to users based on their Active Directory group.
- Browse your Active Directory server for users or groups when creating Policy Assignment Rules.
- Automatically assign administrator rights to users when they log on with their Active Directory domain credentials.

## Issues and ticketing

ePolicy Orchestrator 4.5 provides basic issues management and bi-directional integration with these third-party ticketing systems:

- Service Desk
- Remedy

## Multi-server rollup reporting improvements

The multi-server rollup reporting feature has been enhanced. You can now filter out unwanted items before performing a data rollup. New rollup reporting targets have been added, including policy assignments, and specific policy use across your network.

## Queries system improvements

The Queries system has been enhanced in several ways. A redesigned Queries page now groups queries by result types, and includes more default queries. Query targets are now grouped in the Query Builder. A stacked bar chart has been added to the available chart types, and the variables and parameters for configuring charts have been improved.

## Rogue System Detection improvements

Rogue System Detection has been improved to fully leverage the power of ePolicy Orchestrator 4.x platform. Now you can categorize exceptions, update your OUI list, and optionally employ OS finger printing.

## Searchable Help

When you install the ePO Help extension for products that are managed by ePolicy Orchestrator, you can now search the context-sensitive Help and product guides for those products.

## Known Issues

Known issues in this release of the software are described below:

- [Installation and upgrade issues](#)
- [Migration issues](#)
- [System Tree issues](#)
- [Active Directory issues](#)
- [Permission set issues](#)
- [Query issues](#)
- [Rogue System Detection issues](#)
- [Browser issues](#)
- [Documentation issues](#)
- [Other issues](#)

## Installation and upgrade issues

- Upgrading from ePolicy Orchestrator 4.0 Patch 3 might fail. To workaround the problem, delete the existing logs found at %TEMP%\MFELogs and %TEMP%\NAILogs and restart the upgrade.
- When installing in a pure IPv6 environment, the **Database Server** menu on the **Set Database Information** page of the installation wizard is not populated with SQL servers on the network. (444513)
- Using a SQL NT authenticated user that is not a local admin on the ePO server causes the installation to fail. (367702)
- Using complex characters (e.g. @, #, \$) in the SQL server administrator password might prevent ePolicy Orchestrator from installing. For more information on accepted username and password formats, see [ePolicy Orchestrator 4.5 and SQL server username and password considerations](#) in this document. (363939)
- Using complex characters (e.g. @, #, \$) in the password for the administrator account when installing ePolicy Orchestrator 4.5, or upgrading from version 4.0 to version 4.5 might cause the installation to fail. For more information on accepted username and password formats, see [ePolicy Orchestrator 4.5 and SQL server username and password considerations](#) in this document. (459993)
- Using double-byte characters in the Agent Handler installation path causes Agent Handler installation to fail. Only characters included in the ISO 8859-1 character set are supported. For more information on supported characters, see [ePolicy Orchestrator 4.5 and SQL server username and password considerations](#) in this document. Agent Handler installation paths must adhere to the same requirements as those specified for

server and SQL user names and passwords. (441204)

- When the SQL Server "Nested Triggers" option is disabled, policies assignment time stamps are not updated. This causes ePolicy Orchestrator to fail to deliver full policies to client systems. To work around this issue, verify that "Nested Triggers" option is enabled for the ePolicy Orchestrator database. For more information, see KB article: [KB52512](#). (406765)

## Migration issues

Migration from ePolicy Orchestrator 3.6.1 Patch 4 and ePolicy Orchestrator 4.0 Patch 3 or 4 is supported. However, some of your settings, such as Server Tasks, Client Tasks, Custom Policies, and Tags might not migrate properly. Refer to the following list for details on other, more specific known migration issues.

- Migrated permissions for users other than global administrators might cause problems. These permissions can include permissions to unsupported products. If non-global administrators have permissions to these unsupported products, duplicating the permission results in an error and the duplication fails. (373127)

## System Tree issues

- When adding multiple systems to the System Tree, if one or more systems is a duplicate and the 'no' option is selected on the subsequent confirmation dialog, no systems are added. (457148)

## Agent Handler issues

- Changing the computer name on a system where an Agent Handler does not remove the entry from your ePO server. As a result, two Agent Handlers with different names but identical IP addresses appear in your Agent Handler list. (451190)

## Active Directory issues

- ePolicy Orchestrator is unable identify machines within a domain on pure IPV6 environments. This prevents browsing for new computers and using the NT Domain synchronization features. When adding computers in this environment, use Active Directory synchronization, import from a text file, or add computers by directly entering the names. (474192)

## Permission set issues

- Assigning a permission set to an OU (Organizational Unit), or group within an OU, with a name containing a pipe character (|) might cause an error. (492457)

## Query issues

- Some default queries and dashboards are not removed automatically during downgrade of product extensions. These queries and dashboards must be removed manually. (447600)

## Rogue System Detection issues

- In the Rogue System Detection Detected Systems Details page, the Back and Next arrow buttons located above the Actions Taken pane might produce unexpected results. For example, clicking the Next arrow might not return the Detected Systems Details page for the next system in the list. (395571)

## Browser issues

- When accessing the ePO console using Internet Explorer 8, the log on dialog might not appear. This might occur when Enhanced Security is enabled in Internet Explorer 8. To work around this issue you must add your ePO console to the Trusted sites list in IE 8. Click **Tools | Internet Options** and open the **Security** tab. Then click **Trusted Sites | Sites** and **Add** the url for your ePO console. (457117)
- The Menu and favorites bar might become distorted or unusable when viewing ePolicy Orchestrator with Firefox. If this happens, clear the browser cache and restart Firefox. (466407)

## Documentation issues

- Help topics fail to display with Internet Explorer 2008 Enhanced Security configured. Go to Server Manager and switch off Internet Explorer Enhanced Security and the ePolicy Orchestrator Help displays. (392671)

## Other issues

- Logging on to the ePO server using the desktop icon might report the user IP address as 127.0.0.1. (481852).

## Installation, upgrade, and migration considerations

Consider the following when planning to install, upgrade, or migrate to ePolicy Orchestrator 4.5.

- [Installation and upgrade considerations](#)
- [User name and password requirements](#)
- [Upgrading to ePolicy Orchestrator 4.5 from version 3.6.1 Patch 4 in a cluster environment](#)
- [Migration considerations](#)
- [Installing SQL 2008 Express on Windows Server 2003 or 2008](#)
- [Installing optional product documentation](#)

## Installation and upgrade considerations

- The ePolicy Orchestrator 4.0 Notifications feature has been replaced by Automatic Responses. The notifications you created in version 4.0 are not supported or migrated to version 4.5 of the ePolicy Orchestrator software. Before upgrading to version 4.5, McAfee recommends that you note the settings and purpose of your 4.0 notifications, so that you can set up the Automatic Response system based on your 4.0 notifications notes.
- During installation, specify the machine name of the system where your database is installed. Using localhost or the IP address causes the installation to fail.
- After upgrading, some server tasks are disabled due to differences in server task functionality. For example, server tasks that were set to run immediately are disabled because this schedule option is no longer available. Be sure to review all server tasks, update their settings, and enable them as needed.
- The following products are not yet supported on ePolicy Orchestrator 4.5. When you upgrade from a previous version of ePolicy Orchestrator, these products are migrated in order to retain their data. However, they don't yet function correctly on ePolicy Orchestrator 4.5, and should not be used until an upgrade is available that supports the 4.5 software
  - Endpoint Encryption 5.2.1
  - GroupShield Enterprise 6.0
  - GroupShield Enterprise 6.0.2 with SpamKiller Enterprise
  - LinuxShield 1.5
  - Non-Windows Agent 2.0
  - SecurityShield for Microsoft ISA Server
  - SiteAdvisor Enterprise 1.5
  - VDisk for Mac 1.0
  - VirusScan Enterprise 8.0i with McAfee AntiSpyware Enterprise
  - VirusScan for Mac 8.5
  - VirusScan for Mac 8.6
  - VirusScan Mobile Enterprise 2.0
- The following products are not supported on ePolicy Orchestrator 4.5. When you upgrade to version 4.5, data associated with these products is not retained when upgrading to version 4.5.
  - ePO Agent (CMA) 3.5.5
  - ePO Agent for Linux
  - ePO Agent for Mac OS X
  - ePO Agent for Netware
  - LinuxShield 1.3
  - LinuxShield 1.4
  - McAfee Network Access Control 3.0
  - NetShield for NetWare 4.6.3
  - Policy Auditor 5.0
  - Policy Auditor 5.0.1
  - System Compliance Profiler
  - Virex 7.7

## Upgrading to ePolicy Orchestrator 4.5 from version 3.6.1 Patch 4 in a cluster environment

Use these instructions to upgrade to ePolicy Orchestrator 4.5 from version 3.6.1 Patch 4 in a cluster environment.

## Before you begin

You will need to have a copy of the following documents available to complete this task:

- *ePolicy Orchestrator 4.5 Installation Guide*
- *ePolicy Orchestrator 4.5 Cluster Installation Guide*

## Task

1. Use the instructions in the *ePolicy Orchestrator 4.5 Cluster Installation Guide* to install on the first node in your cluster. Be sure that the ePolicy Orchestrator resources are deleted from the Cluster Administrator.
2. On each subsequent node:
  - a. Run the CFGNAIMS.EXE tool (included with ePolicy Orchestrator 3.6.1) to verify the node is pointing to the correct ePolicy Orchestrator 3.6.1 cluster database.
  - b. Go to the HKLM\Software\Network Associates\ePolicy Orchestrator folder and modify the values of the DBFolder and ServerINI keys so they point to the DB folder path located on the local drive.
  - c. Uninstall ePolicy Orchestrator 3.6.1.

**NOTE:** McAfee recommends that you disconnect the Data drive from each node in order to make sure that no files are deleted from the Data drive.

- d. Install version 4.5 of the software as documented in the *ePolicy Orchestrator 4.5 Installation Guide* and *ePolicy Orchestrator 4.5 Cluster Installation Guide*.
- e. Deploy a new agent.

**NOTE:** Uninstalling ePolicy Orchestrator 3.6.1 removes the 3.6.1 agent.

## User name and password requirements

ePolicy Orchestrator 4.5 does not support some characters when used in ePolicy Orchestrator or SQL user names and passwords.

ePolicy Orchestrator supports all printable characters in the ISO 8859-1 character set, except:

- Leading spaces, trailing spaces, or passwords consisting of only spaces.
- Double quotation marks (").
- Leading backslashes, trailing backslashes, or passwords consisting only of backslashes (\).
- User names containing a colon (:) or semicolon (;).

ePolicy Orchestrator supports all printable characters in the ISO 8859-1 character set for SQL Server user names and passwords, except:

- Leading spaces, trailing spaces, or passwords consisting of only spaces.
- Double quotation marks (").
- Single quotation marks (').
- Backslashes (\).
- User names containing a colon (:) or semicolon (;).
- SQL passwords must not exceed 127 bytes in length.

## Migration considerations

- Extended task details for the deploy agent task and wake-up agent server task are not migrated.
- Packages installed in your repository using version 3.6 or 4.0 of ePolicy Orchestrator have a blank value in the **Signed by** column. This value is updated after updates are downloaded and installed.

## Installing SQL 2008 Express on Windows Server 2003 or 2008

SQL Server 2008 Express must be installed manually on Windows Server 2003 or 2008. You must set up and verify the following before installing ePolicy Orchestrator:

1. Verify that the SQL Browser Service is running.

2. Ensure that TCP/IP Protocol is enabled in the SQL Server Configuration Manager.
3. During installation, you might be prompted for the name of your SQL Server in the Database Information page. Depending on the configuration of your SQL server, this name should be formatted using the SQL server name or the SQL server name with instance name.
4. If you are using a dynamic port for your SQL server, make note of it. You must specify this port number on the Database Information page. You can find this port number in the SQL Server Configuration Manager, in the TCP/IP Properties on the IP Addresses tab. The port number is specified in the Dynamic Port field.

## Installing optional product documentation

This software automatically installs the product extensions for McAfee Agent 4.5 and VirusScan Enterprise 8.7, along with their respective Help files. If you optionally choose to install the McAfee Agent 4.0 or VirusScan Enterprise 8.5 product extensions, you must install their Help separately. These files are included in the ePolicy Orchestrator software zip file in the **extensions-help** folder. In default installations, this folder is located at:

C:\Program Files\McAfee\ePolicy Orchestrator\Extensions-Help.

To install the Help extension:

1. In the ePolicy Orchestrator interface, click **Menu | Software | Extensions**, click **Install Extension**.
2. Browse to the Help extension you want to install, click **Open**, then click **OK**. Once installed, you can access the Help.

**NOTE:** You must install the product extension before installing that product's associated Help extension.

## Considerations when uninstalling ePolicy Orchestrator

If you have Agent Handlers in your environment, you must uninstall them before uninstalling ePolicy Orchestrator. Uninstalling ePolicy Orchestrator without uninstalling the Agent Handlers in your environment can prevent the ePO database from being deleted.

## Other information

This section provides additional information about ePolicy Orchestrator 4.5 not included in other ePO documentation that you might find useful.

- [ePO system users](#)
- [Registered LDAP servers](#)
- [ePO error pages](#)

### ePO system users

An ePO system user is created for the ePO server and for each ePO Agent Handler in order to communicate required remote commands. The user name is the unique machine name of the server or individual Agent Handler. For example, system\_EPOSERVER. These users cannot be modified or deleted, and appear only in the Audit Log.

### Registered LDAP servers

When registering LDAP servers for use with your ePO server, you can optionally choose to use SSL for communication. If you enable this option, you must change the port used to connect to this server. The most common default port for non-SSL LDAP communications is 389. Port 636 is commonly used for SSL LDAP communications.

### ePO error pages

When an error occurs in the ePO console and you click **OK**, the Dashboards page opens. This occurs when the current page contains information that cannot be accessed after the error occurs. For example, this might occur while scheduling a new server task. When the error occurs, the user-specified information in the previous page is not retained. You can click **Back** to return to a page that is not causing an error. If your attempt to "go back" is not successful you must begin the process again.

## Finding documentation for McAfee enterprise products

To access the documentation for your McAfee products, use the McAfee ServicePortal.

1. Go to the McAfee ServicePortal (<http://mysupport.mcafee.com>) and, under **Self Service**, click **Read Product Documentation**.
2. Select a **Product**.
3. Select a **Version**.
4. Select a product document

### Product documentation by phase

McAfee documentation provides the information you need during each phase of product implementation, from installing a new product to maintaining existing ones. Depending on the product, additional documents might also be available. After a product is released, information regarding the product is entered into the online KnowledgeBase, available through the McAfee ServicePortal.

**Installation phase** — Before, during, and after installation

- *Release Notes*
- *Installation Guide*

**Setup phase** — Using the product

- *Product Guide*
- *Online Help*

**Maintenance phase** — Maintaining the software

- *KnowledgeBase* (<http://mysupport.mcafee.com>)

## License attributions

For a complete list of third-party license attributions, see the `license.txt` file. This file is included at the root of the product download zip file and, in default installations, at:

`C:\Program Files\McAfee\ePolicy Orchestrator`

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